



The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

TO: Gas and Electric Distribution Companies

FROM: Jody Stiefel, Hearing Officer

DATE: February 27, 2006

RE: Service Quality Reports to be filed on March 1 pursuant to
Service Quality Standards, D.T.E. 99-84

CC: Andrew O. Kaplan, General Counsel
Mary Cottrell, Secretary

On March 1, 2006 all gas and electric distribution companies must file with the Department of Telecommunications and Energy their annual service quality ("SQ") report pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, Att. 1, at IX (June 29, 2001) ("Guidelines"). Please adhere to the format established in previous years. In particular, please provide the two-page summary (FORM A for gas distribution companies and FORM B for electric distribution companies). Further, the docket numbers for this year's reports are as follows:

Bay State Gas Company	D.T.E. 06-12
Berkshire Gas Company	D.T.E. 06-13
Blackstone Gas Company	D.T.E. 06-14
Boston Edison Company	D.T.E. 06-15
Boston Gas Company	D.T.E. 06-16
Cambridge Electric Light Company	D.T.E. 06-17
Colonial Gas Company	D.T.E. 06-18
Commonwealth Electric Company	D.T.E. 06-19
Essex County Gas Company	D.T.E. 06-20
Fitchburg Gas and Electric Light Company	D.T.E. 06-21
Massachusetts Electric Company	D.T.E. 06-22
NSTAR Gas Company	D.T.E. 06-23
New England Gas Company	D.T.E. 06-24
Western Massachusetts Electric Company	D.T.E. 06-25

Thank you for your attention to this matter. If you have any questions regarding the 2004 SQ Reports, please contact Jody Stiefel at (617) 305-3762.

